

12-2011

## Prescribed Reading: December 2011

CentraCare Clinic

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# Prescribed Reading

Dec. 2, 2011

A CentraCare Clinic employee newsletter

## Health Care Matters: Leading with care during the holiday season



By Allen Horn, MD, Clinic President

The holiday season is a great time to remind ourselves of the value of being committed to a purpose greater than ourselves. By Leading with Care, we can make a difference in people's lives. Perhaps during this special time of the year, some extra awareness is in order.

As you carry out your day's tasks, please take a moment to consider how stressful life may be right now for your co-workers and what you might do to lighten their load? And we only can begin to imagine how difficult times might be for our patients who face the fear, anxiety and uncertainty of health concerns or the loneliness of separation and loss in addition to the hustle and bustle of December's busy schedule.

What difference could we make if Leading with Care and great customer service means we choose to really stay tuned in to those around us this month? If as members of the CentraCare community, we employ our most compassionate ideas to help others, we can make this a truly memorable season of peace and joy for all.

### Clinic sites recognized for excellence

Congratulations to the CentraCare Clinic sites recognized with the HealthPartners - Partners in Excellence award.

**St. Joseph** was recognized for having the highest optimal diabetes care; **Health Plaza – Family Medicine** was recognized for the highest rate of generic prescribing and **Cardiology** received two awards for patient experience.

## Help us learn from your patient experience

By Lisa Drong, Customer Service coordinator

Do you or your family members use CentraCare Clinic for your health care needs? We'd like to learn about your

experience. This opportunity to share honest feedback is open to all CentraCare Clinic, St. Cloud Hospital and CentraCare Health System employees. The "Caring for Our Own" program is part of an ongoing effort to provide an exceptional service experience. Your name is optional and all patient information is kept confidential.

For a program description and copy of the feedback form, please visit CentraNet, under the CC Clinic tab, under Leading with Care and "Caring for Our Own" feedback form.

All forms can be sent directly to Lisa Drong, Customer Service Coordinator, CentraCare Clinic – River Campus. Contact Lisa with questions at [drongl@centracare.com](mailto:drongl@centracare.com).

Thank you for helping us Lead with Care.



### Top 5 by score

Department	Mean
Radiation Oncology	94.9
Fam. Med. – St. Joseph	93.7
Sleep Clinic	93.6
Nephrology	93.1
Internal Med. – Plaza	93.1

### Top 5 by rank

Department	Rank*
Fam. Med. – St. Joseph	96
Nephrology	91
Internal Med. – Plaza	90
Sleep Clinic	88
Fam. Med. – Becker	88

*\*compared to others within their specialty area*

### Patient Satisfaction Scorecard

	Mean Score	Percentile Rank	FY 2012 goal
CentraCare Clinic	90.5	56%	90.49

Data based on more than 4,700 surveys received from 7/1/11 to 11/16/11. Rank compared to 700 other medical practices.

### CentraCare Clinic holiday hours

- Saturdays, Dec. 24 and 31: Normal schedule
- Monday, Dec. 26: Clinic closed
- Monday, Jan. 2: Clinic open

CENTRAcare Clinic

## **Recognition for years of service**

25 Years: **Gail Jensen**, River Campus

20 Years: **Kate Nienaber**, Quality Improvement

15 Years: **Molly Dunn**, Women & Children; **Cindy Robertson**, CNP, Coborn Cancer Center; **Mishelle Mehr**, Plaza – Family Medicine

10 Years: **Julia Craig-Muller, MD**, St. Joseph; **Catherine Thielman**, Business Center; **Doris Schmitt**, Dermatology

5 Years: **Angelina Karnes**, Heartland; **Mary Lenger**, River Campus; **Sandra Hommerding-Trettel**; **Aaron Goulet**, Business Center; **Virginia Joy**, Becker

## **Premium deduction update**

Effective Jan. 1, CentraCare Clinic will deduct premiums on a bi-weekly basis versus twice a month. Insurance deductions will occur in all 26 pay periods, reducing the amount deducted each check.

## **Benefits enrollment deadline is Dec. 14**

Forms must be submitted to SCH Human Resources by 5 p.m. Dec. 14 if you are changing supplemental life amounts, enrolling in the dental plan or enrolling in the 2012 medical or dependent care expense.

## **Year-end reminders for employees**

Flexible spending account balances for 2011 can be found on your pay stub under Balance YTD (su less claims). Claims for any 2011 remaining balance must be submitted by March 15. If enrolled, your last dependent care deduction for 2011 will be on the Dec. 30 check. Balances will be paid Jan. 13 if claim for the remaining balance is submitted by Jan. 4.

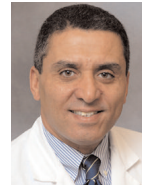
## **Lose weight and eat healthier in 2012**

This program led by David Kroska, MD, gives participants the knowledge needed to lose weight safely and permanently and to gain a lifetime of health through sound nutrition and lifestyle changes. The program requires an initial appointment with readiness screening, physical exam and lab work. A \$375 per person fee covers eight two-hour weekly sessions; three books; and a follow-up appointment. Next class begins Jan. 3. Registration deadline is one week prior to the program start date. For more information, call (320) 654-3630, ext. 70291. **CentraCare employees who complete the health assessment receive a \$200 discount.**

## **Nicotine Dependence Program starts Jan. 4**

This program runs five consecutive Wednesdays and is free to employees and spouses. Program participants will receive up to a 14-week supply of nicotine replacement therapy at no cost. Call (320) 656-7020 to register.

## **Transplant nephrologist from U of M provides care at River Campus**



**Hassan Ibrahim, MD**, a transplant nephrologist from the University of Minnesota/Fairview, now sees patients in the Nephrology department at River Campus one day every other month.

## **Welcome to our new clinic employees**

**Tamara Pintok**, nursing, Plaza – Internal Medicine; **Lori Lezer** and **Geraldine Randall**, nursing, Women & Children; **Clara Hoeschen**; **Melanie Dammer**, clinic services, Women & Children.

## **Radiation Oncology program accredited**

CentraCare Radiation Oncology Program has received a full three-year accreditation by the American College of Radiology and American Society for Radiation Oncology. This includes the reaccreditation of the Coborn Cancer Center at CentraCare Health Plaza, as well as the initial accreditation of CentraCare Radiation Oncology at Douglas County Hospital in Alexandria and CentraCare Radiation Oncology at the Monticello Cancer Center. CentraCare's radiation programs are one of three radiation oncology programs in the state to achieve this status.

## **Melrose clinic to extend clinic hours**

CentraCare Health System – Melrose will extend its clinic hours until 7 p.m. Mondays and Thursdays starting Jan. 2.

## **Long Prairie receives grant for education**

The Minnesota Department of Employment and Economic Development awarded CCHS – Long Prairie with \$178,406 to educate employees on ways to improve the quality and safety of patient care.

## **Melrose recognized for flu vaccine rates**

CentraCare Health System – Melrose was recognized by the Minnesota Department of Health for flu vaccination rates. More than 70 percent of employees were vaccinated during the 2010-11 season.

## **It's not too late to get your flu shot!**

All CCHS employees are encouraged to get a flu shot. Please check with your supervisor for information about how you can get your free flu shot!

Anyone may be able to pass the flu to someone else before they are sick. Some people can be infected with the flu virus but have no symptoms and still spread the virus to others. As of Nov. 28, CentraCare Clinic employees are at a 59.8 percent vaccination rate and a 75.2 percent participation rate.